Amendments to the Claims:

1-18.   (Canceled)

19.   (Previously Presented) A computer program product comprising:

a computer usable medium having computer readable program code for regenerating electronic mail embodied therein, said computer readable program code configured to:

obtain a request from a user for an electronic mail message previously transmitted to a customer;

obtain a stored reference to a template comprising template data associated with said electronic mail message;

obtain said template using said stored reference;

obtain customer information about said customer;

obtain previously calculated information associated with said electronic mail message; and

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data.

20.　(Previously Presented) The computer program product of claim 19 wherein said template varies depending upon what type of trigger event initiated said request.

21.　(Previously Presented) The computer program product of claim 20 wherein said templates comprises information related to a customer transaction.

22.　(Previously Presented) The computer program product of claim 19 wherein said electronic mail message comprises a message personalized for said user.

23.　(Previously Presented) The computer program product of claim 19 wherein said new version of said electronic mail message is sent to said user for display.

24.　(Previously Presented) The computer program product of claim 23 wherein said user comprises a customer service representative.

25.　(Previously Presented) The computer program product of claim 23 wherein said user comprises said customer.

26. (Previously Presented) The computer program product of claim 19 wherein said customer information is obtained from a historical data file.

27. (Previously Presented) The computer program product of claim 26 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

28. (Previously Presented) The computer program product of claim 26 wherein said template data is separable from said historical data file.

29. (Previously Presented) The computer program product of claim 26 wherein said historical data file comprises transaction information.

30. (Previously Presented) The computer program product of claim 29 wherein said transaction information comprises data associated with said customer.

31.   (Previously Presented) A method for regenerating message data comprising:

obtaining a request from a user for an electronic mail message previously transmitted to a customer;

obtaining a stored reference to a template comprising template data associated with said electronic mail message;

obtaining said template using said reference;

obtaining customer information about said customer;

obtaining previously calculated information associated with said electronic mail message; and

recreating a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data.

32.   (Previously Presented) The method of claim 31 wherein said template varies depending upon what type of trigger event initiated said request.

33.   (Previously Presented) The method of claim 31 wherein said templates comprises information related to a transaction with said customer.

34.   (Previously Presented) The method of claim 31 wherein said electronic mail message comprises a message personalized for said user.

35.   (Previously Presented) The method of claim 31 wherein said new version of said electronic mail message is sent to said user for display.

36.   (Previously Presented) The method of claim 35 wherein said user comprises a customer service representative.

37.   (Previously Presented) The method of claim 35 wherein said user comprises said customer.

38.   (Previously Presented) The method of claim 31 wherein said customer information is obtained from a historical data file.

39.   (Previously Presented) The method of claim 38 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

40.   (Previously Presented) The method of claim 38 wherein said template data is separable from said historical data file.

41.   (Previously Presented) The method of claim 38 wherein said

historical data file comprises transaction information.

42.   (Previously Presented) The method of claim 41 wherein said

transaction information comprises data associated with said customer.

43.   (Previously Presented) An apparatus for regenerating message data

comprising:

a processor;

memory coupled to said processor;

said memory comprising a regeneration module configured to:

obtain a request from a user for an electronic mail message

previously transmitted to a customer;

obtain a stored reference to a template comprising template data

associated with said electronic mail message;

obtain said template using said reference;

obtain customer information about said customer;

obtain previously calculated information associated with said

electronic mail message; and

recreate a new version of said electronic mail message by

combining said customer information, said previously calculated

information, and said template data.

44.   (Previously Presented) The apparatus of 43 wherein said template

varies depending upon what type of trigger event initiated said request.

45.   (Previously Presented) The apparatus of claim 43 wherein said template comprises information related to a transaction with said customer.

46.   (Previously Presented) The apparatus of claim 43 wherein said electronic mail message comprises a message personalized for said user.

47.   (Previously Presented) The apparatus of claim 43 wherein said new version of said electronic mail message is sent to said user for display.

48.   (Previously Presented) The apparatus of claim 47 wherein said user comprises a customer service representative.

49.   (Previously Presented) The apparatus of claim 47 wherein said user comprises said customer.

50.   (Previously Presented) The apparatus of claim 43 wherein said customer information is obtained from a historical data file.

51.   (Previously Presented) The apparatus of claim 50 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

52.   (Previously Presented) The apparatus of claim 50 wherein said template data is separable from said historical data file.

53.   (Previously Presented) The apparatus of claim 50 wherein said historical data file comprises transaction information.

54.   (Previously Presented) The apparatus of claim 53 wherein said transaction information comprises data associated with said customer.

55-63. (Canceled)

64.   (Previously Presented) An apparatus comprising:

computer storage media comprising:

a plurality of templates, each of said templates associated with one

of a plurality of standardized communications;

a plurality of files respectively associated with a plurality of

customers, each of said files comprising:

one or more references to one or more templates used in one

or more prior communications with a respective customer;

information specific to said respective customer;

a server configured to regenerate said one or more prior communications

with said respective customer by:

obtaining one or more previously used templates based on said one

or more references;

populating said one or more previously used templates with data

from said information specific to said respective customer.

65.   (Previously Presented) The apparatus of claim 64, wherein said

server is further configured to provide regenerated prior communications to a

requester.

66.   (Previously Presented) The apparatus of claim 65, wherein said

requester is a customer service representative.

67.   (Previously Presented) The apparatus of claim 64, wherein said

information specific to said respective customer comprises customer account

information.

68.   (Previously Presented) The apparatus of claim 64, wherein said

information specific to said respective customer comprises customer transaction

information.

69.   (Previously Presented) The apparatus of claim 64:

wherein said information specific to said respective customer comprises a

prior electronic mail message from said respective customer;

wherein said plurality of templates further comprises a mail display

template; and

wherein said server is further configured to obtain said mail template and

populate said mail template with said prior electronic mail message.

70.   (Previously Presented) The apparatus of claim 64:

wherein said information specific to said respective customer comprises

text data from one or more notes associated with said respective customer;

wherein said plurality of templates further comprises a note display

template; and

wherein said server is further configured to obtain said note display

template and populate said note display template with said text data.

71.   (Previously Presented) The apparatus of claim 64:

wherein said information specific to said respective customer comprises

audio data of a prior conversation with said respective customer;

wherein said plurality of templates further comprises an audio playback

interface template; and

wherein said server is further configured to obtain said audio playback

interface template and associate said audio playback interface template with said

audio data.

72.   (Previously Presented) The apparatus of claim 64, wherein said

server is further configured to respond to a triggering event by:

obtaining a triggered template associated with a type of said triggering

event, said triggered template comprising standardized information associated

with said triggering event;

generating a triggered electronic mail message by populating said

triggered template with data from a given file of a customer associated with said

triggering event;

transmitting said triggered electronic mail message to said customer; and

storing a reference to said triggered template in said given file.

73.   (Previously Presented) The apparatus of claim 64:

wherein said information specific to said respective customer comprises

calculated data from a prior communication; and

wherein said server is further configured to use said calculated data to

populate said one or more previously used templates.